

Reduce Risk and Streamline CA NSM Deployment

RAPIDLY INSTALL A NEW VERSION OR MIGRATE AN EXISTING VERSION OF CA NSM WITH MINIMAL BUSINESS DISRUPTIONS BY LEVERAGING THE EXPERTISE OF CA SERVICES. INCLUDE CA ADVANCED SYSTEMS MANAGEMENT (CA ASM) AND MANAGE INFRASTRUCTURE AS AN IT SERVICE IN YOUR DEPLOYMENT. ACHIEVE A SMOOTH TRANSITION TO A MANAGEMENT SOLUTION WITH STREAMLINED OPERATIONAL PROCESSES, REDUCED COSTS AND IMPROVED SERVICE.

Service That Supports Your Business

Develop the right architecture to maximize the value of your CA NSM investment with the CA NSM Solution Implementation. Our team brings their specialized best-practice knowledge to your environment to architect, implement and test a new or improved CA NSM installation, speeding up the time it takes for you to reap the benefits from your investment. Also implement or migrate CA ASM.

In addition, you may choose to include Manage Infrastructure as an IT Service. This integration allows the CA CMDB to be populated with configuration items (CIs) and their relationship information as defined in CA NSM. This enables the visualization of a service in terms of its constituent components and relationships, which allows you to streamline operations and reduce costs. CA Services works with your team to model IT services and map the relationships in CA NSM.

Benefits That Deliver Value

Our 9-stage deployment methodology and project governance are designed to deliver value quickly, helping you:

- Lower implementation costs and avoid delays
- Reduce business risk and improve service
- Use CA NSM and CA ASM effectively and productively to support business growth

If implemented, Manage Infrastructure as an IT Service helps you:

- Improve business and IT alignment by modeling IT services and making those IT Service definitions available to the rest of the organization through the CA CMDB
- Improve your incident, problem and change management processes by identifying the CIs and establishing the relationships within the components that make up each IT service

What You Get

Each CA NSM Solution Implementation begins with an analysis of the IT environment and your business objectives. An architecture is designed based upon the infrastructure topology, security restrictions and monitoring requirements. This is combined with an implementation strategy that aligns to your business needs and expectations. Both out-of-the-box and customer-specific configurations and integrations for CA NSM and CA ASM are performed, as required. In order to implement Manage Infrastructure as an IT Service, CA CMDB must have been previously installed in your environment.

Following a mutually-developed project plan, the CA Services team:

- Reviews, validates and finalizes solution requirements
- Analyzes the current operating environment and any existing CA NSM implementation
- Creates a solution design encompassing solution and physical architecture models, solution impact, quality attributes, validation approach, and solution phasing
- Installs, configures and tests CA NSM in a test environment
- Installs, configures and tests CA ASM in a test environment, if requested
- Installs the Systems Management Pack
- Implements Manage Infrastructure as an IT Service, if desired
- Executes use case tests, refining configurations as required
- Verifies and documents details of the installation and configuration, and documents backup and restore procedures
- Conducts knowledge transfer sessions for managers, operations staff, administrators and users
- Assists in production rollout

Why CA Services?

By leveraging our proven 9-stage methodology, best practices, and expertise, CA Services can help you implement CA products in a way that shortens time-to-value and lowers project risk. When it comes to deploying CA solutions, no other organization can provide the depth of expertise, breadth of services, and partner network required to help you achieve the efficient IT management that drives business results.

Get Started

To purchase the CA NSM Solution Implementation, or to speak with CA about how you can integrate this solution into your environment, please contact CA Services at ca.com/services.